



# HEIDELBERG CIVILIAN PERSONNEL ADVISORY CENTER NEW EMPLOYEE ORIENTATION

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# WELCOME ON BOARD!

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Assistant G-1 for Civilian Personnel  
*"Civilian Soldiers" Supporting  
Soldiers*



# TARGET AUDIENCE

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This overview is designed for civilian employees recently assigned to appropriated fund (AF) positions with the U.S. Army in Europe.



# PURPOSE

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- To provide an overview of the mission and functions of the Civilian Human Resources Agency - Europe Region (CHRA-E), and
- To provide a basic summary of the rights, entitlements, and benefits associated with your new employment.



# WHO WE ARE

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Assistant G-1 for Civilian Personnel  
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# WHAT IS CHRA?

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The Civilian Human Resources Agency – Europe Region (CHRA-E) is the parent organization for the civilian personnel community in Europe.

CHRA-E assists managers in meeting all aspects of their human resource management responsibilities.

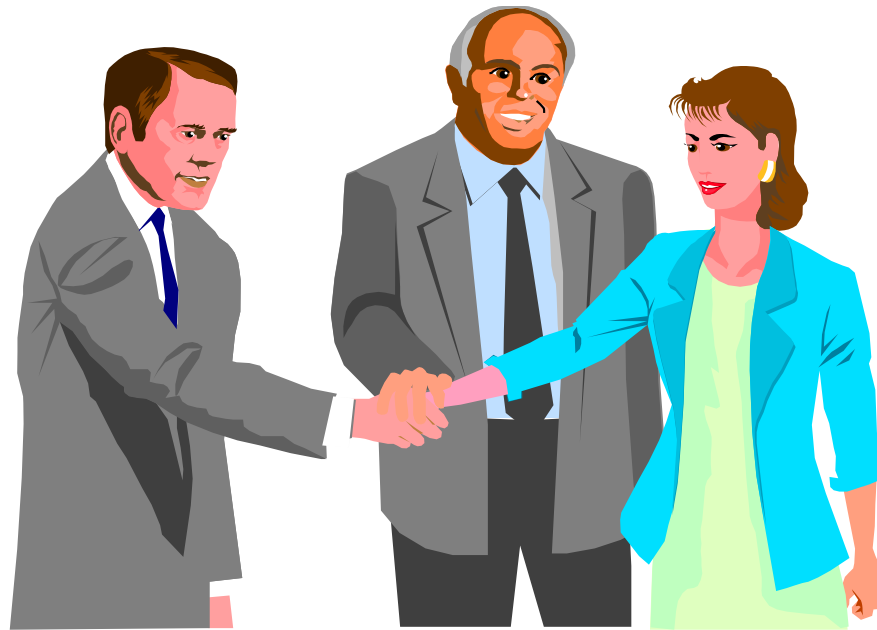
CHRA-E provides human resources services to 52 commands and over 30,000 employees, working under seven different employment systems.



## CHRA-E

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**IS DEDICATED TO PROVIDING  
UNPARALLELED CUSTOMER SERVICE.**



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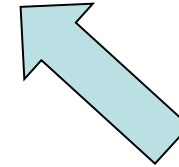
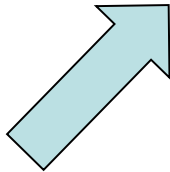
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# CHRA-E STRUCTURE

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Civilian Human  
Resources Agency –  
Europe Region,  
Seckenheim, Germany



Civilian Personnel  
Operations Center  
(CPOC), Seckenheim,  
Germany



Eight Civilian  
Personnel Advisory  
Centers (CPACs)





# CHRA-E FUNCTIONS

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- The CHRA-E team delivers civilian personnel services in Germany, Italy, Belgium, the United Kingdom, and the Netherlands. Each part of the team has specific functions:
- The CPOC provides administrative and technical support, to include processing and maintaining personnel actions and records, and providing technical assistance to CPACs and management.
- The CPACs provide on-site advice and guidance to managers, supervisors, and employees on all aspects of civilian employment.
- The CHRA-E Regional Office provides program oversight and operational guidance and administers human resources development for the Europe region.



# CPOC FUNCTIONS

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- Centralized recruitment/referral
- Position management and classification
- Living Quarters Allowance processing and reconciliation



# CPAC FUNCTIONS

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- Primary customers: commanders and managers
- Advice and guidance to managers, supervisors and employees on all aspects of civilian employment, e.g.,
  - allowances and entitlements, management-employee relations, performance appraisals, incentive awards and workers compensation;



# CPAC FUNCTIONS

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- coordination, cooperation, and/or codetermination of local national employment issues and personnel actions with the local works council;
- full range of civilian personnel support for non-appropriated fund activities.



# HEIDELBERG CPAC

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The Heidelberg Civilian Personnel Advisory Center is your servicing CPAC.

We are located at Czernyring 11, Building 3980 (across from the Shopping Center).



# HEIDELBERG CPAC SERVICED POPULATION

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- 3,400 U.S. civilian appropriated fund employees
- 2,200 local national employees
- 1,200 U.S. non-appropriated fund employees



# HEIDELBERG CPAC SERVICED GEOGRAPHICAL AREAS

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Heidelberg  
Mannheim  
Schwetzingen  
Germersheim  
Darmstadt  
Babenhausen  
Bonn  
Kaiserslautern (NAF only)  
Balkan Region  
Kuwait  
Qatar  
Saudi Arabia



# HEIDELBERG CPAC CUSTOMER SERVICE GOALS: "CARE"

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- C** - Courteous service is our calling card
- A** - Available when and where you need us
- R** - Responsible and flexible in meeting your needs
- E** - Effective information flow





# HEIDELBERG CPAC BUSINESS HOURS

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## **MONDAY / TUESDAY / WEDNESDAY / FRIDAY:**

- 0900 - 1200: by appointment
- 1300 - 1500: walk-in basis

## **THURSDAY:**

- morning hours: closed for training
- 1300 - 1500: walk-in basis

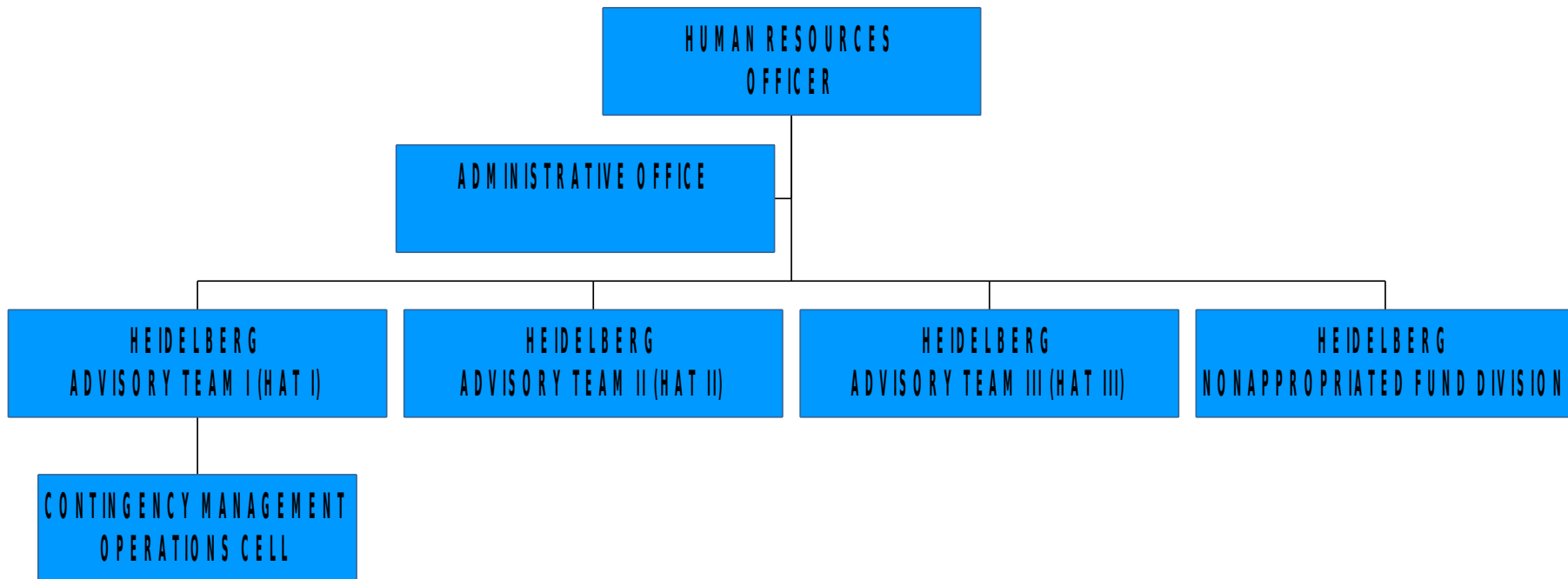
## **CUSTOMER ASSISTANCE TEAM**

- 0800 - 1200 and 1300 - 1630
- Closed on Thursdays mornings and daily 1200 - 1300



# HEIDELBERG CPAC STRUCTURE

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# HEIDELBERG CPAC CUSTOMER ASSISTANCE TEAM (CAT)

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- appointments for customers
- I.D. card applications
- SOFA stamp applications
- official passport applications
- arrangements for family member PPP briefings



# HEIDELBERG CPAC ADVISORY TEAMS

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## **COMPOSITION:**

- one HR specialist
- one HR assistant

## **ROLE:**

Primary human resources advisors to commanders, managers and employees of assigned activities in all human resources functional areas



# HEIDELBERG CPAC MANAGEMENT-EMPLOYEE RELATIONS SPECIALISTS

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## Assist management in:

- formal disciplinary/adverse action cases  
(reprimands, suspensions from duty, removals)
- formal appeals of adverse actions
- formal employee grievances
- reasonable accommodation cases



# HEIDELBERG CPAC LOCAL NATIONAL DIVISION

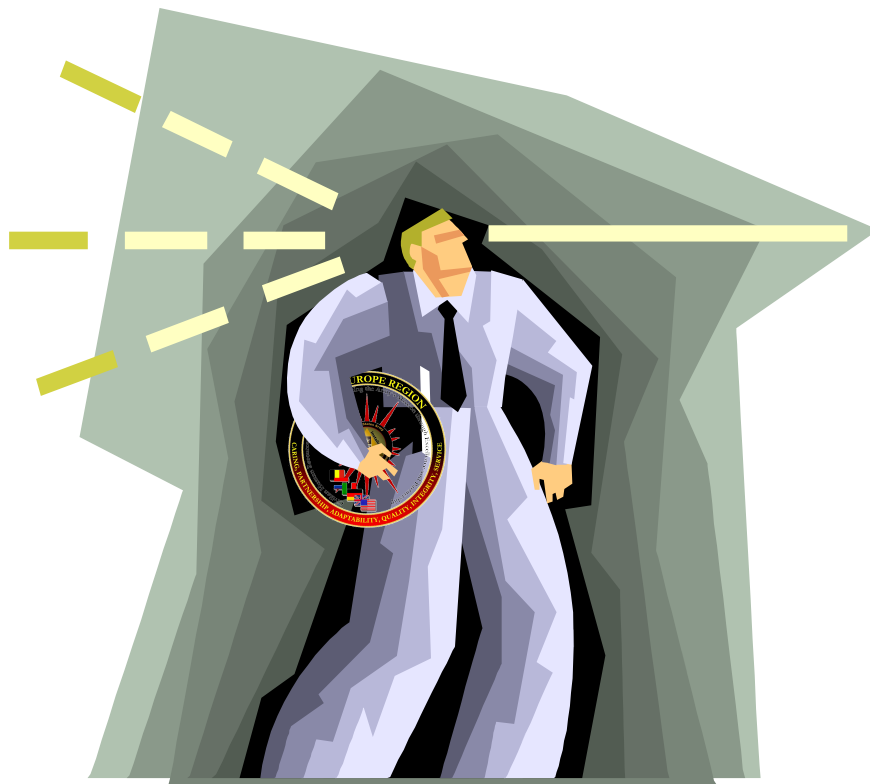
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- management-employee relations
- works council relations
- benefits & allowances
- time & attendance
- reduction-in-force
- liaison with the Controlling and Service Directorate,  
Administration of Defense Costs



# BASIC EMPLOYMENT INFORMATION

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## IDENTIFICATION CARD (ID CARD)

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The ID card:

- substantiates your affiliation with the U.S. Forces in Europe;
  - provides you access to all U.S. Government facilities - such as the PX, commissary, theater, medical activities (fee basis), etc.;
  - entitles you to apply for a USAREUR drivers license and privately owned vehicle (POV) registration; and allows you to
  - purchase fuel coupons and tax-relief forms for tax-free shopping on the German economy. Protect it!
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## PASSPORT AND STATUS OF FORCES STAMP

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All employees must have current Status of Forces (SOFA) validation. This is also imperative for employees hired locally who are not entitled to an official (red) passport.

Contact the Passport / ID card office for assistance (Bldg 3850, Heidelberg Shopping Center, DSN: 370-7535/8502).



## EMERGENCY CONTACT DATA SITE

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An automated site has been established for all Army employees who are U.S. citizens to provide contact data to be used in the event of an emergency or In most cases it is the only immediate source of emergency contact information. While registration is not mandatory, it is strongly encouraged, especially in the overseas environment.

You may input your information at  
<https://cpsapp2.belvoir.army.mil/emercontact/default.asp>  
Please update it at least annually.



# STANDARD FORM 50, NOTIFICATION OF PERSONNEL ACTION

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All personnel actions (appointments, reassignments, promotions, within-grade increases, quality step increases, etc.) are documented on a Standard Form 50, Notification of Personnel Action.

Your supervisor will provide you the employee-copy each time a personnel action occurs. Contact your organizational POC if you do not receive a copy when you believe one is due. Retain your copies of all Standard Form 50s to ensure that you have a personal record of your Employment.



## POSITION (“JOB”) DESCRIPTION

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The major duties of each position in the Federal service are documented in a written job description.

The position title, series, and grade level for each position is determined by comparing the duties to those described in position classification standards issued by the U.S. Office of Personnel Management (OPM).



## POSITION (“JOB”) DESCRIPTION

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Positions are periodically reviewed by activity management and CPOC classification specialists to determine that the position is still needed, the duties accurately describe current work assignments, and that the appropriate grade is assigned.

Your supervisor will provide you a copy of the job description for your position. You should retain it in your personal records.



## POSITION (“JOB”) DESCRIPTION

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- Volume of work *does not* determine the grade of the position.
- The job description is a *summary* of major duties. You *should not* refuse to perform tasks assigned by your supervisor simply because they are not specifically mentioned in the job description.
- Questions about your job description and/or duty assignments should be addressed to your chain of command.



# PERFORMANCE EVALUATION

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## **Total Army Performance Evaluation System (TAPES)**

The Army's performance appraisal system is TAPES. Its three basic components are:

- *A written performance plan:* It informs you of the minimum level of performance required in each performance objective for retention in the job. Your supervisor should issue you the plan within 30 days of your assignment.



# PERFORMANCE EVALUATION

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- *A mid-point review:* TAPES requires that your supervisor conduct a formal performance counseling session at the mid-point of the 12-month rating period, and encourages more frequent sessions.
- *An annual evaluation report:* The report is prepared by your supervisor at the conclusion of the rating period. An overall performance rating is assigned based on individual performance objective ratings assigned.





# PERFORMANCE EVALUATION

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## Annual Appraisals

- Your first rating period may be adjusted (more/less than 12 months) to conform with standard USAREUR rating cycles.
  - You must have the opportunity to work under your performance plan for at least 120 days before receiving an appraisal.
  - An early annual appraisal is issued if either you or your supervisor leave within 120 days of the end of the rating period.
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# PERFORMANCE EVALUATION

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## Special Appraisals

- A special rating should be prepared if you move to another position or your supervisor leaves with more than 120 days left in the rating cycle.
- A performance plan and special appraisal will be prepared if you are detailed to another position for 120 days or more.



# PERFORMANCE EVALUATION

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## USAREUR Annual Rating Periods

**Grade:**      **Rating Cycle:**

GS/GM 13 & above	1 Jul - 30 Jun
GS 9-12	1 Nov - 31 Oct
GS/WS 6-8; WG-6 & above; WL	1 Feb - 31 Jan
GS/WS/WG 1-5	1 May - 30 Apr

Other commands / agencies may have established different rating periods - if uncertain, ask your supervisor.



# INCENTIVE AWARDS

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The Army's incentive awards program is designed to recognize and reward employees for superior accomplishments and motivate them to high levels of performance and service.

Both monetary and honorary recognition devices are available.

Some awards are based on an employee's annual performance appraisal.

Awards are discretionary and not an entitlement.



# TRAINING

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Many training courses are available - through Department of the Army, other agencies, and private vendors - to improve the skills and abilities of employees.

If a training course is job related, the Army may fund, or assist in funding, your attendance.

If you are interested in training that may help you do a better job or help you learn new skills that could enhance your job performance, you should discuss the possibilities with your supervisor.



# PAY INFORMATION

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## **PAY INFORMATION**

### **PAY DATES / METHODS**

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- Pay periods are two full weeks, beginning on Sunday and ending on Saturday.
- Civilian employees are paid on Thursdays - 10 days following the end of the pay period. While not the norm, sometimes the first paycheck may be delayed for four to six weeks after appointment but will include back pay.
- You *must* authorize direct deposit of your pay to your financial institution by completing Standard Form 1199a.



# PAY INFORMATION ASSISTANCE

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- Employees in Europe are paid by the Defense Finance and Accounting Service (DFAS) in Charleston, South Carolina.
  - Any questions regarding your individual paycheck or earnings and leave records should first be referred to your time-keeper, who will contact your DFAS customer service representative for assistance.
  - To understand how to read your Civilian Leave and Earnings Statement, go to <http://www.defenselink.mil/dfas/civilianpay/payandentitlements/leaveandearningsstatement/LES061.pdf>
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# PAY INFORMATION ALLOTMENTS

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- Employees may authorize deductions from the biweekly pay for the purpose of making regular allotments to financial institutions or to purchase savings bonds.
- Authorization for such deductions should be made only if you intend to keep them in effect for some time.
- Detailed information and application forms can be obtained from the Customer Assistance Team, Heidelberg CPAC.



# PAY INFORMATION WITHIN-GRADE STEP INCREASES

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Employees who perform satisfactorily advance through the pay steps of their assigned grade by completing the required waiting period for progression to the next step, as follows:

## For GS employees:

### Steps

2, 3, 4

5, 6, 7

8, 9, 10

### Waiting Period

1 yr at next lower step

2 yrs at next lower step

3 yrs at next lower step



# PAY INFORMATION WITHIN-GRADE STEP INCREASES

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## For WG/WL/WS Employees:

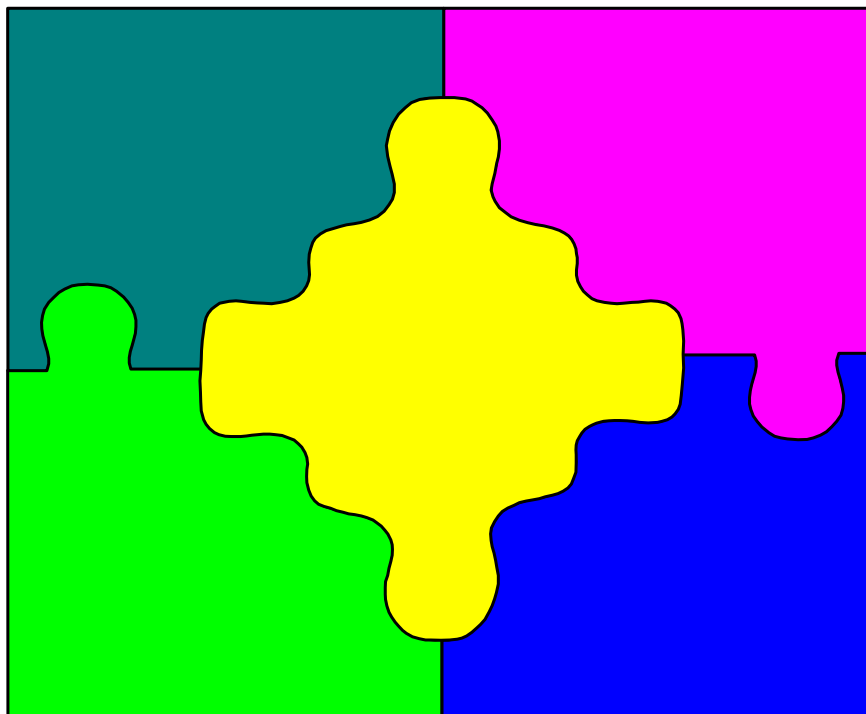
<u>Step</u>	<u>Waiting Period</u>
2	26 Wks at next lower step
3	78 Wks at next lower step
4	104 Wks at next lower step
5	104 Wks at next lower step



# **PAY INFORMATION WITHIN-GRADE STEP INCREASES**

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- Intermittent employees become eligible for within-grade step increases when their time in an actual duty status equals the established waiting period requirement.
- Temporary employees are ineligible for within-grade step increases.





## EMPLOYEE BENEFITS

### Army Benefits Center - Civilian (ABC-C)

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The ABC-C provides centralized administration of various Federal-wide benefit programs:

- Federal Employees' Health Benefits (FEHB)
- Federal Employees' Group Life Insurance (FEGLI)
- Thrift Savings Plan (TSP)
- Retirement (CSRS and FERS)
- Survivor Benefits (death and dismemberment)



# EMPLOYEE BENEFITS

## Army Benefits Center - Civilian (ABC-C)

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- Access to ABC: approximately five days after entrance on duty
- Election deadlines:
  - Federal Employee Health Benefits – 60 days after entrance on duty  
date – failure to elect is considered declination of coverage
  - Federal Employees Group Life Insurance – automatic enrollment in  
basic coverage unless coverage is waived within 31 days  
from  
~~entrance on duty or optional coverage is elected by that~~  
date

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# EMPLOYEE BENEFITS

## Army Benefits Center - Civilian (ABC-C)

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Most non-temporary, appropriated fund employees are eligible to participate in these programs.

Decisions regarding participation and selection of coverage can be very complex, based on employees' individual circumstances.

Thorough research is recommended. Extensive information is available at the ABC web site, and pamphlets are available from the CPAC Customer assistance team; however...

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## EMPLOYEE BENEFITS

### **Army Benefits Center - Civilian (ABC-C)**

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...all questions, information requests, and business transactions

such as enrollments, waivers, designations of beneficiary, changes in coverage, annuity applications, etc.,

**must be directed to the ABC-C**

**not the CPAC.**



## EMPLOYEE BENEFITS

# Army Benefits Center - Civilian (ABC-C)

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The ABC-C is located at Fort Riley, Kansas

Most transactions can be processed electronically.

You are encouraged to contact the ABC-C for further information:

- Website: <https://www.abc.army.mil/>
- 24-hour telephone access: 0800-1010282



# EMPLOYEE BENEFITS -OVERSEAS ALLOWANCES

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## Living Quarters Allowance (LQA)

This allowance is designed to defray the annual cost of suitable, adequate living quarters for the employee and his/her family.

The LQA is an incentive to encourage rotation to the overseas area and is paid to:

- most employees recruited from CONUS - and
- certain employees hired locally who must meet very specific criteria.

Eligibility is determined by the CPOC on a case-by-case basis to ensure the regulatory criteria are met.



# EMPLOYEE BENEFITS -OVERSEAS ALLOWANCES

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## Temporary Quarters Subsistence Allowance (TQSA)

The TQSA is intended to assist eligible employees in covering the average cost of **adequate** accommodations in transient-type quarters at the overseas duty station, plus **necessary** and **reasonable** meal and laundry expenses, for up to 90 days after first arrival at the overseas duty station.



# EMPLOYEE BENEFITS -OVERSEAS ALLOWANCES

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## TQSA Claim Guidelines:

- Accommodation: **adequate** but not extravagant – receipts required
- Meals: **necessary** and **reasonable** – for claims less than \$75.00, receipts not required – however, see note below!

## NOTE:

All TQSA claims are subject to audit. If determination is made that costs appear excessive, claimant may be required to reconstruct when, where and for what monies were expended.

**Recommendation:** Keep a detailed daily record!



# EMPLOYEE BENEFITS -OVERSEAS ALLOWANCES

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## TQSA - A Word of Caution:

Claims determined to be excessive that cannot be substantiated by a plausible reconstruction may be denied or limited to the meals portion of the local per diem rate.

**Rule of Thumb:** Monies expended under TQSA should be no greater than if funded out-of-pocket.



# EMPLOYEE BENEFITS -OVERSEAS ALLOWANCES

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## Post Allowance

Post allowance is a cost-of-living allowance granted to employees stationed at a post in a foreign area where the cost of living, exclusive of quarters costs, is substantially higher than in Washington, D.C. The authorization and discontinuance of post allowance is triggered by currency exchange rate fluctuations.



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Annual leave is an approved, paid absence from duty which may be granted for such purposes as vacations, personal business, emergency situations, etc.

Annual leave is earned and credited to employees biweekly, as follows:

- up to 3 years service: 4 hours (13 days per year)
- 3 to 15 yrs service: 6 hours (20 days per year)
- 15+ yrs service: 8 hours (26 days per year)



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Part-time employees accrue annual leave at rates proportional to full-time employees:

- |                          |                            |
|--------------------------|----------------------------|
| - up to 3 years service: | 1 hour per 20 hours worked |
| - 3 to 15 years service: | 1 hour per 13 hours worked |
| - 15+ yrs service:       | 1 hour per 10 hours worked |

Temporary employees on appointments expected to last less than 90 days and intermittent employees are *not* entitled to annual leave.



# LEAVE ENTITLEMENTS

## ANNUAL LEAVE

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- Most Federal employees may accumulate a maximum of 240 hours which can be carried over to the next leave year.
- Employees recruited from CONUS may accumulate and carry over 360 hours.
- Any accrued annual leave exceeding these maximum accrual limits ("use or lose") will be forfeited at the end of the leave year unless a formal exception is granted.



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- While employees have the right to use annual leave, management has the final approval authority as to *when* annual leave may be taken.
  - Supervisors and employees are normally able to mutually agree on the scheduling of annual leave. However, it is important to understand that management may *disapprove* requests for annual leave, and, under certain circumstances, may *direct* employees to use annual leave.



- 
- Annual leave may be authorized in 15-minute increments and must be approved *in advance* by your supervisor (usually on Office of Personnel Management (OPM) Form 71).
  - Employees who are absent without prior supervisory approval may be carried in an “absent without leave” (“AWOL”) status and could become subject to formal disciplinary action.



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Sick leave is an approved, paid absence from duty which may be approved for such purposes as:

- temporary incapacitation from duty due to physical or mental illness, injury, pregnancy, or childbirth;
- medical, dental, or optical appointments;
- providing care for a family member due to physical or mental illness, injury, pregnancy, childbirth, or medical, dental, or optical appointments;



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- making arrangements necessitated by the death of a family member or attending the funeral of a family member;
  - exposure to a communicable disease which would, as determined by appropriate health authorities, jeopardize the health of others at the worksite; and
  - for purposes relating to the adoption of a child, including all required legal and administrative appointments and court appearances.



- 
- All full time employees accrue four hours of sick leave per pay period (biweekly).
  - Part time employees accrue one hour of sick leave for each 20 hours of work.
  - Intermittent employees are *not* entitled to sick leave.
  - Sick leave accrues and is carried over from one leave year to the next with no maximum accumulation.





- 
- Sick leave may be authorized in 15-minute increments and must be approved by your supervisor (usually on the OPM Form 71).
  - Where practical, sick leave should be requested as far in advance as possible.
  - Supervisors may require written medical certification from a health care practitioner for absences exceeding three days.
  - Medical certification may be required for *any* absence if your supervisor notifies you in writing of suspected leave abuse.



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Home leave is an additional leave entitlement available to certain Federal employees serving overseas.

Home leave is an approved, paid absence from duty which may be granted for the same purposes as annual leave, but may only be used when the employee is in the United States, Puerto Rico, or other U.S. territories and/or possessions, depending on the home of record.



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- The employee must have been hired under conditions that provide for return transportation to the U.S. and/or its territories or possessions, *and*
  - must have been in substantially continuous employment before being transferred with one of the following entities:
    - \* another U.S. Government agency;
    - \* a U.S. firm, interest, or organization;
    - \* an international organization in which the U.S. participates;
    - \* a foreign government.



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- Family members who are offered and accept a position in a foreign area while in the U.S. or any of its territories or possessions and before traveling to the foreign area, are entitled to home leave, even if they subsequently travel to the foreign area as family members on the orders of their sponsor.
  - Active-duty military personnel who are offered and accept civilian employment *before* being discharged are eligible for home leave, but *only if* they can provide clear evidence that a formal employment commitment was finalized prior to the discharge date.



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- Most eligible Army employees accrue five days home leave for each year of overseas service.
  - Army employees on world-wide mobility agreements accrue 15 days of home leave for each year of overseas service.
  - Eligible employees may be granted home leave at any time after completing a basic 24 month service requirement - a one- time requirement which need not be met during subsequent overseas tours.



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- Home leave can be taken with in conjunction with:
    - Other leave
    - Renewal Agreement Travel (RAT)
    - Temporary duty travel (TDY)
  
  - USAREUR policy states that employees may be granted home leave *not* in conjunction with RAT *if* they will have a minimum of six months remaining on their current tour after returning to the overseas station.



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- Full-time employees who have appointments of more than 90 days, or who have been employed on one or more continuous appointments exceeding 90 days, are entitled to be excused from duty with pay for official U. S. holidays.
  - If such employees are ordered to perform work on the holiday, they are entitled to be paid holiday pay (double time) for the time worked.



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- Part-time employees on appointments of more than 90 days, or who have been employed on one or more continuous appointments exceeding 90 days, are entitled to be excused from duty with pay during their regularly scheduled work hours which fall on a holiday.
  - If such employees are ordered to work on the holiday, they are entitled to be paid holiday pay (double time) for their regularly scheduled time worked.





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- Intermittent employees are not entitled to holiday pay. They receive regular pay for duty performed on a holiday.



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## ➤ Recurring, official U.S. holidays:

- New Year's Day, January 1
- Martin Luther King's Birthday, 3rd Monday in January
- Washington's Birthday, 3rd Monday in February
- Memorial Day, last Monday in May
- Independence Day, July 4
- Labor Day, 1st Monday in September
- Columbus Day, 2nd Monday in October
- Veterans Day, November 11
- Thanksgiving Day, 4th Thursday in November
- Christmas Day, December 25



# EMPLOYEE RIGHTS AND BENEFITS BROCHURE

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Additional human resources management information, to include complaint procedures, safety, injury compensation, standards of conduct, equal employment opportunity, etc., is addressed in an employee rights and benefits brochure available from the CPAC.

You are encouraged to obtain and retain a copy for your future reference.



# HUMAN RESOURCE MANAGEMENT WEBSITES

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- U.S. Office Of Personnel Management:  
<http://www.opm.gov>
- Civilian Personnel On-line (HQDA):  
<http://www.cpol.army.mil>
- Personnel Management Information Support System (PERMISS): <http://cpol.army.mil/library/permis/>



# HUMAN RESOURCE MANAGEMENT WEBSITES

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- CHRA: <http://www.chra.eur.army.mil>
- HEIDELBERG CPAC:  
<http://www.chra.eur.army.mil/cpac/hd/>
- USAREUR EEO: [http://  
www.per.hqusareur.army.mil/Services/e eo/index.html](http://www.per.hqusareur.army.mil/Services/e eo/index.html)



# QUESTIONS?

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